



Chesterfield County Department of Utilities

Our vision is to be recognized by our customers, employees, county administration, regulatory agencies and the utilities industry as a leader in providing excellent water and wastewater services.



Our mission is to provide the highest quality water and wastewater services that meet or exceed the needs and expectations of our present and future customers.

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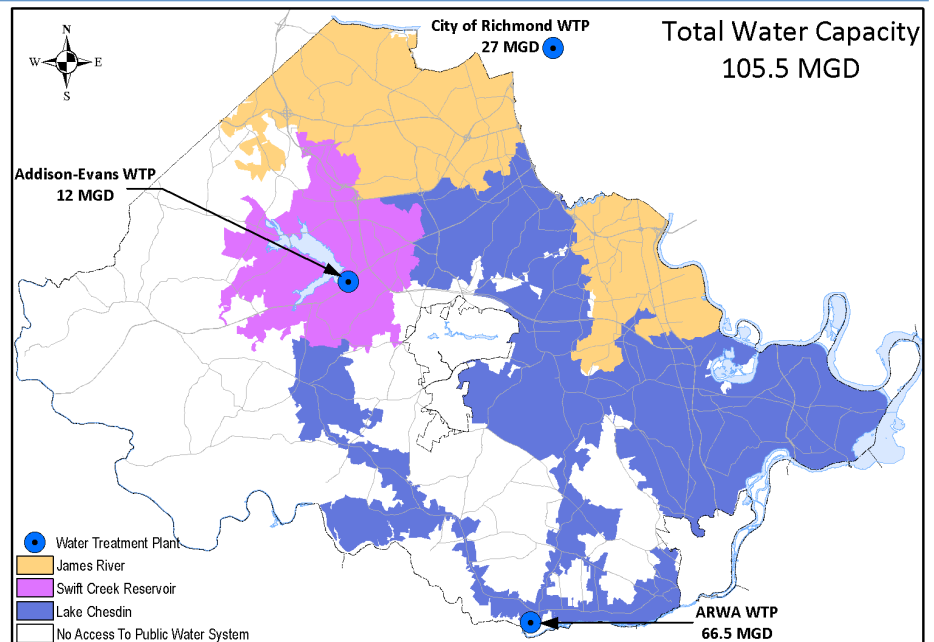
Department webpage:
chesterfield.gov/utilities
Water Quality Report:
chesterfield.gov/ChesterfieldWaterReport



Chesterfield County Department of Utilities

Water:

Chesterfield County Utilities Department customers are fortunate because their water is supplied by three sources. These sources ensure adequate water supply well into the 21st century. The three sources that supply Chesterfield County's potable water are Swift Creek Reservoir, Lake Chesdin and the James River. A total capacity of 105.5 million gallons of water per day, or MGD, is available.



Miles of Water Lines	1,889
Water Storage Tanks	23
Total Water-Tank Capacity	35.4 million gallons
Water Pump Stations	14
Water—Active Services*	103,017
Estimated Drinking-Water Customers**	292,109
Water Supplied (Fiscal 2013 Average Daily Flow)	35.1 MGD

Water Sources:

- Swift Creek Reservoir
- Lake Chesdin (Appomattox River Water Authority)
- James River (City of Richmond)

Water Plants:

Addison-Evans Water Production and Laboratory Facility	
Capacity	12 MGD
Average Production	6.68 MGD

Appomattox River Water Authority

Capacity	96 MGD
Allocation	66.5 MGD
Average Purchased	17.88 MGD

City of Richmond

Allocation	27 MGD
Average Purchased	10.53 MGD

Total Capacity	105.5 MGD
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*An active service is a paid fee that allows for a connection to the utility system.

**The number of drinking-water customers is based on an estimated number of persons in residential housing, apartments, trailers and duplexes. This information is obtained from the Chesterfield County Planning Department.



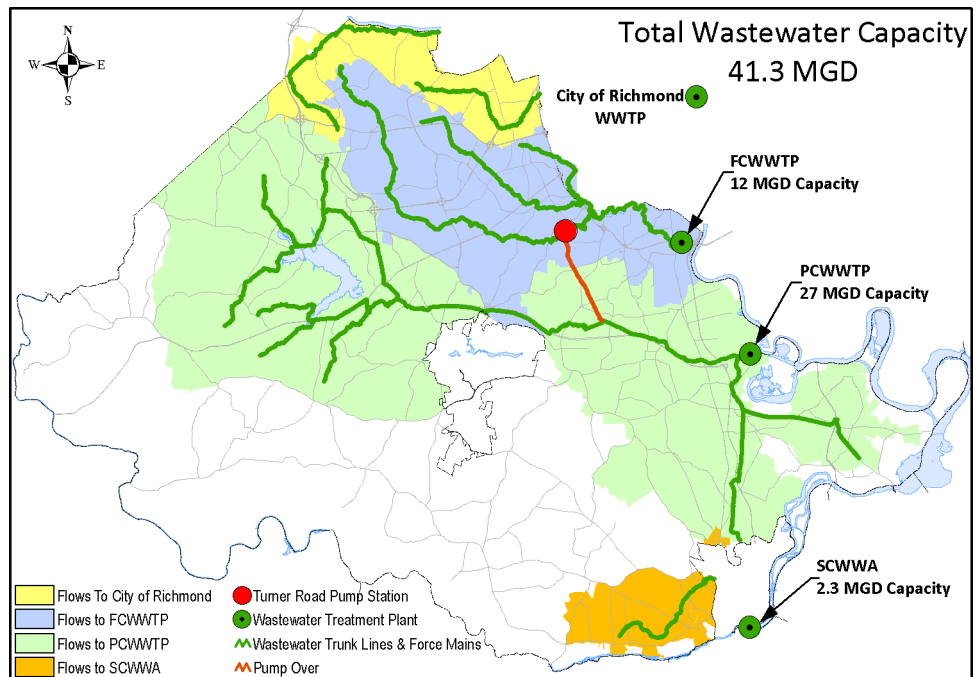
The Department of Utilities owns and operates the Addison-Evans Water Production and Laboratory Facility, which is located on Swift Creek Reservoir. This facility has a capacity of 12 MGD and produces approximately 20 percent of the county's water needs. The county is one of five members of the regional Appomattox River Water Authority, or ARWA, which is located on Lake Chesdin. The county has a daily allocation of 66.5 MGD from the authority and receives approximately 50 percent of a typical daily water demand from this source. The third water source is the James River, which supplies the city of Richmond's water treatment facility. This plant supplies water to Richmond and to the counties of Chesterfield, Goochland, Hanover and Henrico. The county's contract with the city ensures an available supply of 27 MGD. An average of 30 percent of the county's drinking water is provided by the James River.



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Wastewater:

Maintaining the water quality in the James River and Chesapeake Bay is important to the social and economic future of Chesterfield County and the commonwealth of Virginia. The Proctors Creek Wastewater Treatment Plant, or PCWWTP, and the Falling Creek Wastewater Treatment Plant, or FCWWTP, play significant roles in achieving this goal by consistently meeting all environmental regulations.



Miles of Wastewater Lines	1,984
Wastewater Pump Stations	25
Wastewater — Active Services*	86,893
Proctors Creek Wastewater Treatment Plant Capacity	27 MGD
Falling Creek Wastewater Treatment Plant Capacity	12 MGD
SCWWA	2.3 MGD
Total Capacity	41.3 MGD
Wastewater Treated (Fiscal 2013 Average Daily Amount)	22.68 MGD

*An active service is a paid fee that allows for a connection to the utility system.



Proctors Creek WWTP



Falling Creek WWTP

Both plants have received awards of excellence from the Environmental Protection Agency, the Virginia Department of Environmental Quality and the Virginia Water Environment Association. Both plants use state-of-the-art technology to remove pollutants from wastewater before it is returned to the James River. Serving as Chesterfield County's first wastewater treatment facility, the FCWWTP opened in 1965. Expansions and upgrades brought the plant to its current capacity of 12 MGD. In 1975, the PCWWTP opened to serve a significant portion of Chesterfield County. With its expansions and upgrades, its current capacity is 27 MGD. With a total capacity of 39 MGD, these treatment plants can meet the county's needs well into the future. Chesterfield County also is a member of the South-Central Wastewater Authority, or SCWWA, and has an allotted capacity of 2.3 MGD from the facility. This facility serves areas in southern Chesterfield County.

Protecting the Water Quality of the James River and Chesapeake Bay

2012 was the first full year that the Falling Creek Wastewater Treatment Plant operated biological-nutrient-removal facilities installed under an extensive three-year, \$28 million Biological Nutrient Removal Project. The project involved the installation of advanced treatment technologies using a four-stage, integrated, fixed-film-activated sludge process. The Proctors Creek Wastewater Treatment Plant recently completed the installation of the same nutrient-removal technologies at a cost of approximately \$100 million. The new treatment technologies will remove unwanted nutrients from the plant's discharge, which will improve the water quality in the James River and Chesapeake Bay.



Chesterfield County Department of Utilities



The Chesterfield County Department of Utilities is a public utility that operates as an enterprise fund. It is sustained by the revenue of the department and uses no tax revenue. It is operated and funded much like a private company. The main functions of the department are providing its customers with the highest quality drinking water while also protecting the James River and Chesapeake Bay by using advanced wastewater-treatment facilities. The department uses state-of-the-art technology to deliver the highest quality products and services to its customers. The department provides water service to more than

103,000 customers and wastewater service to more than 86,000 customers in the county. It works with an annual operating budget of \$63.5 million, employs 285 people, owns one water-treatment plant and two wastewater-treatment plants, and controls 23 water-storage tanks and 39 pump stations. The Utilities Department is diligent about ensuring that water is safely and efficiently delivered to customers. Chesterfield County water consumers can be assured that the water they drink meets or exceeds all federal drinking-water standards. They also enjoy some of the lowest rates in the area. Due to the department's affordable rates and historically solid financial position, Chesterfield County Utilities is one of only a handful of water and wastewater utilities in the nation to have achieved AAA ratings on its revenue bonds from each of the three top rating services, Fitch Ratings, Moody's Investors Services and Standard & Poor's. Financial stability, customer service, quality products and services, and workplace environment are the four key components that make up the department's strategic performance plan. Performance measures are established for every division of the department and are tracked monthly or annually. The performance plan is vital to the department's success. By consistently evaluating its processes and progress, the Utilities Department continuously improves its tradition of excellence in customer service.

Awards and Recognition: Progressive management and efficient department operations have allowed the department to become a recognized leader in Virginia as well as the nation. Following are examples illustrating the department's achievements:

1997 and 2002—First place in U.S. Environmental Protection Agency's Clean Water Act Recognition for Industrial Waste Pretreatment Program

1998—First utility in Virginia, and one of 18 in the country, to meet the standards of the Environmental Protection Agency's Partnership for Safe Drinking Water Program

2004—Proctor's Creek Wastewater Treatment Plant is the first wastewater plant in the state to receive the Virginia Department of Environmental Quality's, or DEQ, Exemplary Environmental Enterprise, or E3, certification.

2004—Association of Metropolitan Water Agencies Gold Award for Exceptional Utility Performance

2007, 2009, 2011, 2012 and 2013—Department's triple-AAA bond rating status was affirmed by the top three ratings agencies with the 2007 and 2009 bond issuances. In 2011 and 2013, Fitch Ratings reaffirmed this rating. Standard and Poor's reaffirmed this rating in 2012.

2008, 2013—First utility in Virginia to receive both the EPA's 10-Year and 15-Year Director's Award for maintaining Partnership for Safe Drinking Water Program standards for an extended period.

2008—Association of Metropolitan Water Agencies Platinum Award for Utility Excellence

2009—Falling Creek Wastewater Treatment Plant receives E3 certification from DEQ.

2012—American Water Works Association's Public Communications Achievement and Community Relations Award